

FRAMINGHAM RETIREMENT BOARD
150 Concord Street, Room B-31
Framingham, MA 01702

POSITION: Administrative Assistant III

SALARY: Commensurate with experience
Range (\$45,657 - \$51,418)

HOURS: Monday, Wednesday & Thursday 8:30am to 5:00pm
Tuesday 8:30am to 7:00pm
Friday 8:30am to 2:00pm

BASIC PURPOSE:

Performs high-level administrative support emphasizing strong customer service to achieve and maintain the efficient operation of the Retirement Board Office. Position requires the application of considerable judgement, confidentiality and timelines in the areas of refunds, transfers and rollovers, system make-ups and buybacks and maintenance of the system database. Reports to Assistant Director.

MAJOR RESPONSIBILITIES:

(All performed in compliance with MGL Chapter 32 and PERAC regulations)

- Performs a range of administrative and clerical functions including but not limited to: greets and directs inquiries from the public; answers and directs incoming phone calls; processes and tracks incoming and outgoing department mail; prepares documents, reports and correspondence; maintains and scans departmental files; and orders department supplies.
- Provides routine information to the public regarding retirement system practices and procedures.
- Assists with the completing of enrollment application and beneficiary forms for new members.
- Updates system database records of members and retirees.
- Performs the duties required for member refunds, transfers and rollovers as required by MGL, Ch. 32 and IRS regulations.
- Calculates the amount of buy backs and makeups including correspondence to the member.
- Processes income verifications, mails and tracks the biennial affidavits.
- Monitors the retirement email account to make sure all are addressed

QUALIFICATIONS:

Education and Experience:

Must have a High School diploma or equivalent; one to three (1-3) years of office experience; or an equivalent combination of education and experience.

Knowledge, Abilities and Skills

Knowledge: Knowledge of office procedures, computer programs and equipment in support of department operations. Knowledge of state laws (MGL Chapter 32) pertaining to the retirement system. Knowledge of technology including but not limited to office software (word processing

and spread sheet applications) and the use of email and the Internet in support of department operations.

Abilities: Ability to plan and prioritize work, and to perform multiple tasks in a timely and accurate manner; ability to work independently and be self- motivated. Ability to deal effectively with disgruntled members of the public.

Skills: Proficient customer service skills; proficient written and oral communication skills, and good common sense. Proficient data processing, business mathematics, analytical, bookkeeping, and personal computer keyboarding skills.

Interested persons should submit a cover letter and resume to:

Laurie A. Lizak, Executive Director
Framingham Retirement Board
150 Concord St. Room B31
Framingham, MA 01702

Or via e-mail to: lal@framinghamma.gov

*Confirmation of email receipt will be sent

Deadline: This position will remain open until a qualified applicant is obtained.

The Framingham Retirement Board is an Affirmative Action Equal Opportunity Employer.